

E. COMPLETING THE APPLICATION PROCESS

Purpose: This section contains rules and procedures related to application approvals, denials and withdrawals, including:

- Notification requirements
- Eligibility effective dates for approved applications
- Limitations on denial actions
- Circumstances under which a denied application may be reconsidered

Effective July 1, 2002

WAC 388-406-0050 How do I know when my application is processed?

- (1) Your application is processed when:
 - (a) We approve or deny benefits; and
 - (b) We give or send you a letter telling you if you are eligible to get benefits.
- (2) Any letters we send you must meet the requirements under [chapter 388-458 WAC](#)
- (3) We send you a letter of withdrawal under [WAC 388-458-0006](#) if you voluntarily withdraw an application verbally, in sign language, or in writing.
- (4) We send you a letter of denial according to the requirements of [WAC 388-406-0060](#).

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WAC 388-406-0055 When do my benefits start?

The date we approve your application affects the amount of benefits you get. If you are eligible for:

- (1) Cash assistance, your benefits start:
 - (a) The date we have enough information to make an eligibility decision; or
 - (b) No later than the thirtieth day for TANF, SFA, or RCA; or
 - (c) No later than the forty-fifth day for general assistance (GAU).
- (2) Food assistance, your benefits start from the date you applied unless:

- (a) You are recertified for food assistance, then the date we start your benefits is under WAC 388-434-0020 [Ed. Note: The correct WAC reference is [WAC 388-434-0010](#).];
- (b) We were unable to process your application within thirty days because of a delay on your part. If you caused the delay, then we approve your benefits starting the first day of the month following the month of application if you submit required verification by the end of the second thirty-day period, even if we denied your application; or
- (c) We denied your application for food assistance and your assistance unit becomes categorically eligible (CE) within sixty days from the date you applied, then the date we approve food assistance is the date you become CE. You are CE if you meet the criteria specified in [WAC 388-414-0001](#).
- (d) Medical assistance, the date your benefits start is stated in [chapter 388-416 WAC](#)..

WORKER RESPONSIBILITIES

1. For approved applications processed outside the applicant's catchment area, transfer the case record to the correct CSO and notify the client of the CSO address and phone number. Use Letter #023-03, Information/Action Request for Transfer. (See: CASE RECORDS - Worker Responsibilities; Case Transfers).
2. For clients ineligible for benefits because they are institutionalized, open:
 - a. Food assistance from:
 - (1) The date of release from the institution, if released within 30 days from the date of application and we have the information needed to determine eligibility; or
 - (2) The first of the month following the month of application if there is a delay on the client's part;
 - b. Cash assistance from:
 - (1) The date of release if released within 30 days from the date of application and we have the information needed to determine eligibility; or

- (2) The date we have the information needed to determine eligibility, but no later than the 30th day for TANF, SFA, or RCA or the 45th day for general assistance (GAU).
3. Do not prorate food assistance benefits in the month following the month of application if pended information is provided late. Decide who caused the delay, and issue benefits from either:
 - a. The date of application; or
 - b. The first of the month following the month of application.

EXAMPLE 1

Client applies for food assistance on May 1st. We schedule the appointment for May 20th and give the client until May 30th to provide information needed to determine eligibility. On June 3rd we deny the application. The client gives us the needed information on June 12th. Good cause does not exist.

Since the client caused the delay, open food assistance from June 1st. Do not request a new application to open benefits.

EXAMPLE 2

Same scenario as Example 1, except we schedule the appointment on May 31st. The client is given until June 10th to provide information and doesn't provide it until June 12th.

Since the delay is our fault because we didn't schedule an appointment timely (see Interview Requirements, WAC 388-452-0005 5.a.), we must open benefits from the date of application (May 1st).

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WAC 388-406-0060 What happens when my application is denied?**What happens when my application is denied?**

- (1) We (the department) deny your application for cash, medical, or food assistance benefits if:
 - (a) You do not show for your interview appointment for cash or food assistance if

	required under WAC 388-452-0005 and have not rescheduled and your application is over thirty days old; or
(b)	We do not have the information we need to determine your eligibility within ten days of request and you did not ask for additional time to give us the information; or
(c)	Your entire assistance unit does not meet certain eligibility criteria to get benefits; or
(d)	For food assistance, your application has not been processed by the sixtieth day because of a delay on your part.
(2)	If we deny your application, you do not get benefits unless:
(a)	You mistakenly apply for benefits you already get; or
(b)	We reconsider your eligibility under WAC 388-406-0065 and you are eligible to get benefits.
(3)	We can reconsider if you are eligible for benefits under the requirements of WAC 388-406-0065 even after your application is denied.
(4)	We give or send a letter to you explaining why your application was denied as required under WAC 388-458-0011 .
(5)	If you disagree with our decision about your application, you can ask for a fair hearing. If we deny your application because we do not have enough information to decide that you are eligible, the hearing issue is whether you are eligible using:
(a)	Information we already have; and
(b)	Any more information you can give us

CLARIFYING INFORMATION

For food assistance, when the thirty-day period ends on a weekend or a holiday the denial notice is sent the first working day after the thirtieth day.

WORKER RESPONSIBILITIES

1. If a food assistance applicant does not show for the required initial interview:

- a. Send a letter immediately informing the client to contact their worker to schedule another appointment.
 - b. Pend the application until the thirtieth day after the date of application.
- 2. If a food assistance applicant fails to show for the second interview:
 - a. Continue the case as pending until the thirtieth day after the date of application.
 - b. Deny the application on the appointment date if the interview is scheduled after the thirtieth day.
- 3. Deny the application on the thirtieth day if the household does not reschedule the interview.

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WAC 388-406-0065 Can I still get benefits even after my application is denied?

- (1) If we (the department) deny your application for benefits, we can redetermine your eligibility for benefits without a new application if:
 - (a) For cash or medical assistance, you give us the information we need within thirty days from the date we denied your application;
 - (b) For food assistance:
 - (i) You give us the information we need by the end of the month following the month you applied; or
 - (ii) You become categorically eligible for food assistance under [WAC 388-414-0001](#) within sixty days of the date you applied for benefits.
- (2) For medical assistance, if the thirty days to reconsider your application under subsection (1) of this section has ended you can still get benefits without a new application if:
 - (a) You timely request a fair hearing; and
 - (b) You give us the information needed to determine eligibility and you are eligible.
- (3) If you are eligible for cash or food assistance, we decide the date your benefits start according to [WAC 388-406-0055](#). If you are eligible for medical assistance, we decide the date your benefits start according to [chapter 388-416 WAC](#). For all programs the eligibility date is based on the date of your original application that was denied.